

Patient experience with eReferral email notifications in the South West subregion

Patients that are emailed appointment information and reminders report an improved healthcare experience and prefer eReferral to their previous referral experiences



96% felt eReferral led to an improved healthcare experience

90% felt eReferral was an easy process to follow

89% prefer eReferral to their previous experience

Quick Facts

When clinicians include a patient's email address in the electronic referral, patients receive appointment information and status updates by email, can confirm their appointments online, and have opportunity to provide feedback through a survey link.

- **70%** of eReferrals sent in the South West include a patient email address
- **170** patients responded to an experience survey
- **86%** of patients report being satisfied with eReferral
- **61%** of survey respondents were over the age of 60
- Patients confirming appointments online reduces the amount of time clinics need to spend calling patients

"I really appreciated getting an email notice the Dr had sent in the referral!"

"My appointment was confirmed by the office by the time I got home from my appointment with my doctor."

South West LHIN Patients,
Patient Experience Survey

"eReferral allows patients a transparent way to understand the status of their referral and actively confirm their appointment without a phone call. It makes it easier for patients and helps my office run more efficiently."

Dr. Daniel Pepe,
London Lambeth FHO

For more information, email communications@ehealthce.ca.

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